

CANDIDATE GUIDE

Professional Examination for
Counselors of Problem Gamblers

About the Examination

The Professional Examination for Counselors of Problem Gamblers is the result of collaborative efforts from the leading state and national certifying organizations for professionals working with problem gamblers. These organizations include the American Compulsive Gambling Counselor Certification Board, the International Certification and Reciprocity Consortium, and the National Council on Problem Gambling. Use of a standardized examination by these organizations in national and state credentialing processes communicates a clear message to consumers that certified counselors of problem gamblers are competent to provide safe and effective service.

About Castle Worldwide, Inc.

Castle Worldwide, Inc., develops, administers, and scores the Professional Examination for Counselors of Problem Gamblers. Castle Worldwide is a full-service testing company providing licensure, certification, and specialty examinations, including practical and written simulation tests, for associations, state boards, government agencies, and corporations.

Purpose of the Candidate Guide

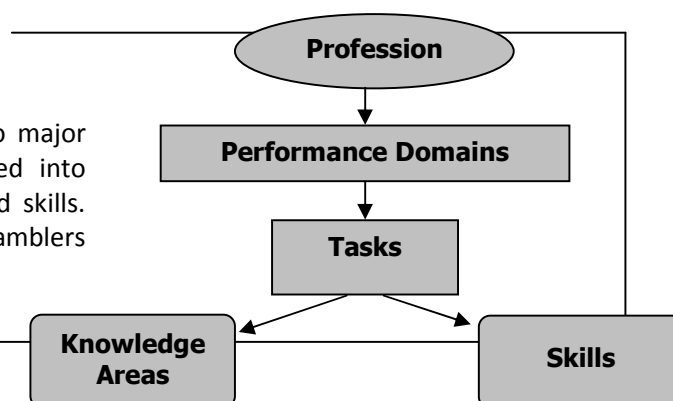
The purpose of this candidate guide is to provide background information on examination development as well as sample test questions similar to those on the professional examination. Though this candidate guide does not guarantee success in passing the examination, the guide does provide pertinent information that may enhance performance on the examination.

Examination Development

The development of a valid examination for counselors of problem gamblers began with a role delineation study – a clear and concise definition of the knowledge, skills, and abilities needed for competent service for counselors of problem gamblers. Using interviews, group discussions, surveys, and accepted analytical procedures, Castle Worldwide worked with a variety of experts in the field to delineate critical job components. This study was used as the basis for the questions in the examination.

What is a Role Delineation Study?

In a role delineation study, the profession is divided into major content areas (domains), which are subsequently divided into tasks. Tasks are further broken down into knowledge and skills. The Professional Examination for Counselors of Problem Gamblers is based on this delineation.



Examination Content

The 1998 Role Delineation Study identified five performance domains in the practice of counseling for problem gamblers. Within each performance domain several tasks are identified, and these provide the basis for questions in the examination. Following is a brief outline of those domains and the tasks that fall under each domain.

Domain 1: Client, Family, and Community Education

Number of Questions on Examination: 21

- Introduce specific information to the client to support recovery
- Offer specific information to the client's family
- Provide information on the pathological gambling, available resources, and opportunities for involvement to the community

Domain 2: Intake and Assessment

Number of Questions on Examination: 27

- Orient the client to the program
- Determine the nature and severity of the client's gambling-related problems and behaviors
- Obtain current status and history
- Recognize co-existing conditions requiring treatment or referral
- Organize assessment information for its use in the provision of services

Domain 3: Counseling

Number of Questions on Examination: 69

- Construct the treatment plan in collaboration with the client
- Conduct individual, family, and/or group counseling
- Evaluate progress with respect to goals and modify the treatment plan as needed
- Prepare the client to anticipate, avoid, and cope with triggers for relapse
- Develop plans for the client's discharge or continuing care
- Intervene in crisis situations as needed

Domain 4: Case Management

Number of Questions on Examination: 15

- Coordinate service to match resources to client needs
- Establish and monitor a financial recovery plan
- Monitor the level of care, given the client's needs and progress
- Advocate for the client's interest

Domain 5: Professional Responsibility

Number of Questions on Examination: 18

- Adhere to the professional code and ethical standards
- Comply with private, state, and other governmental agency requirements, documenting interventions and responses
- Make reports to supervisors and monitoring agents
- Seek consultation as required
- Maintain competence in professional activities by obtaining further education and training
- Address the needs of diverse populations

Sample Examination Questions

The questions on the Professional Examination for Counselors of Problem Gamblers were developed from the tasks identified in the 1998 role delineation study. Multiple sources were utilized in the development of questions for the test. Each question is linked to one of the task statement. A brief summary of the tasks is listed in this candidate guide under Examination Content.

Questions on the test are designed to assess recall of factual information, apply information to solve problems, and analyze situations. Some questions on the test require reading of client records, vignettes, tables of information, etc., to derive the correct response.

Following are sample questions similar to those found on the Professional Examination for Counselors of Problem Gamblers. The sample questions, however, are not necessarily representative of the breadth, variety, or degree of difficulty of questions on the examination.

1. *Which of the following statements is **TRUE** about cultural diversity as it concerns the assessment process?*
 - A. An understanding of multicultural issues is an important factor in the counselor's ability to obtain a relevant history.
 - B. All people have similar strengths and weaknesses as far as problem gambling is concerned, so multicultural issues have only minimal impact.
 - C. Environmental issues have a greater impact in the assessment process than multicultural issues do.
 - D. Counselors have found in conducting assessments that family dynamics in culturally diverse populations are normally stable.

2. *The **MOST** likely reason that significant others initially present in treatment with intense anger is:*
 - A. They blame themselves for the client's addiction.
 - B. Gamblers regularly lie to their significant others.
 - C. There is a family history of addiction.
 - D. Trust has been broken between the client and the significant other.

3. *Which of the following sources of current and relevant information is **BEST** to use when educating and consulting with community leaders?*
 - A. Documentary television shows presented by the Public Broadcasting Services.
 - B. Regulation published by the state office on Alcohol Abuse and Gaming.
 - C. Reports of research and statistics conducted by academic institutions and professional associations.
 - D. Diagnostic and Statistical Manual (DSM).

4. *During the intake interview and assessment, your client's wife states that the client failed to file income taxes for three years and that the tax return for last year was fraudulent. The correct choice of action is to refer them both to:*
 - A. A consumer credit counselor.
 - B. A lending institution for money to pay back taxes, penalties, and interest.
 - C. The local bar association or attorney referral service.
 - D. Debtors Anonymous or similar self-help group.

5. *Since counselors should be responsive to any situation a client presents, supervisors **MUST**:*
 - A. Confront the supervisee's less-than-perfect behavior immediately.
 - B. Encourage the supervisee's ongoing self-awareness and self-criticism.
 - C. Be available for consultation with the supervisee 24 hours a day.
 - D. Ask the supervisee the reason for specific decisions and actions.

6. *During the intake interview, it is necessary to collect information about all of the following matters EXCEPT:*
- A. Family-of-origin gambling history.
 - B. Gambler's belief in systems for winning.
 - C. Gambler's patterns of alcohol and drug use.
 - D. History of suicide attempts and psychiatric treatment.
7. *You are working with a client who demands that you tell him exactly what to do to solve a problem. How should you handle this demand?*
- A. Refer the client to another therapist.
 - B. Give specific solutions you believe will work.
 - C. Point out the client's flawed behavior.
 - D. Discuss the range of possibilities.
8. *An introverted, passive client who resists group therapy may benefit from all of the following EXCEPT:*
- A. Point out ways that the client is different from others and develop ideas with the client for overcoming them.
 - B. Assign the client to initiate one five-minute conversation daily and report the results.
 - C. Facilitate a role-play with the client talking on a neutral topic and then process.
 - D. Assist the client in identifying fears tied to relating with others and developing strategies.
9. *Appropriate record keeping must include which of the following characteristics?*
- A. Regular entries in black ink, inclusive of all significant contacts.
 - B. Typed, signed and dated, with the credentials of the counselor.
 - C. Correlated with the treatment plan, showing all phases of progress.
 - D. Timely and legible entries, inclusive of all significant contacts and credentials of the counselor.
10. *During a session in your office, your client speaks about suicide. Your first step **MUST** be to:*
- A. Seek a consultation with a professional colleague.
 - B. End the session and accompany the client to the nearest hospital.
 - C. Make a decision about the seriousness of the situation.
 - D. Telephone the client's next of kin.

Answers to Sample Examination Questions

- | | | | | | |
|----|---|----------|-----|---|----------|
| 1. | A | Domain 2 | 6. | B | Domain 2 |
| 2. | D | Domain 1 | 7. | D | Domain 3 |
| 3. | C | Domain 1 | 8. | A | Domain 4 |
| 4. | C | Domain 4 | 9. | D | Domain 5 |
| 5. | B | Domain 5 | 10. | C | Domain 3 |

Examination Registration

Organization/board-sponsored paper-and-pencil and computer-based test administrations

Applications for paper-and-pencil and computer-based test administrations are available from the certifying organization/board from which the candidate is seeking the credential. Eligibility requirements are determined by the certifying organization/boards. For information about registration and an application package, please consult with the appropriate certifying organization/board.

Individual computer-based test administrations

Applications for computer-based test administrations are available from Castle Worldwide. Candidates can call (919) 572-6880 to request a Candidate Computer-Based Test Administration Request Form, or visit www.castleworldwide.com to download the request form. Candidates must submit their completed request form, examination/scoring fee, and a letter on official letterhead from the certifying organization/board granting authorization to test to Castle Worldwide no later than 30 days prior to their requested examination date.

On the request form, candidates must indicate their top three preferred testing dates (at least 30 days from the date they submit an application to Castle Worldwide) and their top three preferred testing cities. Candidates can choose either a morning or afternoon testing session. Castle Worldwide will notify the candidate within 10 business days which test date, test site, and session the candidate has been scheduled. If Castle Worldwide cannot match one of the preferred dates or sites the candidate has requested, Castle Worldwide will notify the candidate of sites and dates that are available that most closely match the candidate's preferred options. The candidate then confirms which site and date he or she wishes to schedule. A confirmation e-mail or letter will be sent to the candidate no later than five business days prior to the examination date.

Examination Rules

Candidates must present their admission ticket/confirmation letter and a photo identification card to be admitted to the examination. Candidates should arrive at the test site at least 30 minutes prior to the beginning of the examination. The reporting time is included on the admission ticket/confirmation letter. Late candidates may not be admitted.

The examination contains 150 multiple-choice questions. Candidates have three-and-one-half hours to complete the examination. Candidates sitting for the paper-and-pencil test administration will indicate their answers on a scantron answer sheet. Candidates sitting for the computer-based test administration will indicate their answers on the computer.

No books, papers, or other reference materials may be taken into the examination room. An area will be provided for storage of such materials. Visitors are not allowed in the examination room (including children).

No examination materials, documents, or memoranda of any type may be taken from the room by any candidate.

The examination will be given only on the date and time noted on the admission ticket/confirmation letter. Examination fees cannot be transferred or refunded if the candidate fails to report to the scheduled examination. If a personal or family emergency arises, the candidate can request a refund, minus a \$40 processing fee, by sending a written request along with appropriate documentation, i.e., a physician's note, to Castle Worldwide no later than 30 days after the scheduled examination date. Candidates who fail to report or who request a refund due to a personal or family emergency must submit a new request form, examination/scoring fee of \$200, and a letter on official letterhead from the certifying organization/board granting authorization to test no later than 30 days prior to their new requested examination date.

No questions concerning the content of the examination may be asked during the examination period. Candidates should listen carefully to the directions given by the proctor and read the directions carefully in the examination booklet or in the computer-based testing demonstration.

Examination Dates

Any certifying organization/board may request a scheduled paper-and-pencil test administration of the Professional Examination for Counselors of Problem Gamblers for any date and location throughout the United States and Canada by submitting a request form to Castle Worldwide at least 90 days prior to the examination date. Candidates should contact their certifying organizations/boards to determine the exact date, time, and location of the examination administration in their areas.

Individual candidates can request a computer-based test administration of the Professional Examination for Counselors of Problem Gamblers for most dates and locations through the United States and Canada by submitting their completed request form, examination/scoring fee, and a letter on official letterhead from the certifying organization/board granting authorization to test to Castle Worldwide no later than 30 days prior to their requested examination date.

Special Accommodations

Individuals with disabilities and/or religious obligations that require modifications in test administration can request specific changes in test administration procedure by writing to the appropriate certifying organization/board no fewer than 60 days prior to the scheduled test administration date. With the written request, the candidate must provide official documentation of the disability signed by a professional who is qualified to diagnose the condition. Candidates should contact their certifying organizations/boards on what constitutes official documentation. The certifying organization/board will offer appropriate modifications to test administration procedures when documentation supports the need for them.

Scoring

Castle Worldwide will score all examinations and mail score reports to the designated certification organization/board. This process takes approximately three to four weeks. Candidates taking examination via the computer-based test administration will receive results immediately upon completion of the examination. A score report also will be sent to the appropriate certifying organization/board that authorized the candidate to test.

The passing point is determined by a criterion-referenced approach called the Angoff Modified Technique. Criterion-referenced examinations are quota-free with regard to passing percentages. The passing point is fixed to ensure that all candidates achieve the same score in order to be granted certification. Different versions of the examination are equated to ensure equivalent content and difficulty.

Hand Scoring

If a candidate believes the results of his or her examination are wrong, he or she may appeal to the certifying organization/board. To initiate this process, the candidate must do so within 30 days of receipt of the score report. Castle Worldwide will hand score the examination and mail the results to the candidate for a fee of \$25. Candidates should be aware that test security procedures do not permit candidates access to test questions, answer keys, or other secure materials at any time.

Examination References

The following references may be helpful during examination preparation. Please note that this is not a comprehensive list of all materials used to validate the examination.

American Psychiatric Association. *Diagnostic and Statistics Manual for Mental Disorders*. 4th Ed. DSM-IV. American Psychiatric Association Press, 1994.

Berman, L. and M. Siegel. *Behind the 8-Ball*. Fireside & Parkside Recovery Books, 1992.

Bissell, L. C. and J. E. Royce. *Ethics for Addiction Professionals*. Hazelden, 1994.

Brubaker, M. and W. Cohen. *Compulsive Gambling and Recovery* (video). Brubaker and Associates, 1997.

Comings, D. E. *A Study of the Dopamine D2 Receptor Gene in Pathological Gambling*. Pharmacogenetics, 1996.

Corey, G. *Theory and Practice of Counseling and Psychotherapy*. Brooks/Cole Publishing Company, 1991.

Cox, S. *Compulsive Gambling Treatment Issues for Hispanic Population*. Texas Council on Problem Gambling and Compulsive Gambling, 1994.

Custer, R. and Harry Milt. *When Luck Runs Out: Help for Compulsive Gamblers and their Families*. New York: Facts on File. 1985.

Daley, D. *Counselor Wellness: Avoiding Burnout and Managing Stress*. Hazelden, 1988.

Ely, D. F. *The Counselor's Dictionary*. Harcourt Brace, 1982.

Estadt, B. *The Art of Clinical Supervision*. Paulist Press, 1987.

Estes, K. and M. Brubaker. *Deadly Odds*. Fireside & Parkside Recovery Books, 1994.

Galski, T. *Handbook of Pathological Gambling*. 1987.

Gamblers Anonymous. *Blue Book of Gamblers Anonymous*. 1984.

Gamblers Anonymous. *A New Beginning*. 1984.

Gamblers Anonymous. Gamblers Pressure Relief Packet (Pressure Relief Tapes). Illinois Council on Compulsive Gambling.

Gamblers Anonymous. *Sharing Recovery Through Gamblers Anonymous*. 1984.

Gamblers Anonymous. *Welcome Towards 90 Days*. Harvard Mental Health Center, 1998.

Heineman, M. and L. Berman. *Losing Your Shirt*. Hazelden, 1992

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Joint Commission on Hospital Accreditation. *Behavioral Health Manual*. 1997.

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- Lesieur, H. R. *The Chase: Career of the Compulsive Gambler*. Cambridge: Schenkman, 1984.
- Lesieur, H. R. *ILL Survey of Gamblers Anonymous*.
- Lesieur, H. R. *Understanding Compulsive Gambling*. Hazelden, 1993.
- Lesieur, H. R. *Women Who Gamble too Much*. Hazelden
- Lorenz, V. C. *Releasing Guilt about Gambling*. Hazelden, 1993.
- McGurrin, M. C. *Pathological Gambling: Conceptual, Diagnostic & Treatment Issues*. Professional Resources Press, 1992.
- Miller, W. and T. Rollnik. *Motivational Interviewing*. 1996.
- Prochaska, J. and C. De Clemente. *A Change for Good*. Avon Books, 1996.
- Shaffer, H. J. *Compulsive Gambling; Theory, Research & Practice*. Lexington, Mass.: Lexington Books, 1989.
- Simon, F. *The Language of Family Therapy: A Systematic Vocabulary and Sourcebook*. Family Process, 1985.
- Spector, R. E. *Cultural Diversity in Health and Illness*. 4th Ed. Simon & Shuster, 1996.
- Wills-Brandon, C. *Learning to Say No*. Health Communications, 1990.

For More Information

Contact Castle at the following address:

Castle Worldwide, Inc.

P.O. Box 570

Morrisville, NC 27560-0570

Telephone (919) 572-6880

Fax (919) 361-2426

Email: info@castleworldwide.com

Request forms must be submitted at least 30 days prior to the requested test date.



**Professional Examination for Counselors of Problem Gamblers
Candidate Computer-Based Test Administration Request Form**

Name of Authorizing Organization/Agency _____
Mailing Address _____
City/State or Province/Zip Code or Post Code _____
Telephone _____

Candidate Name _____
Mailing Address _____
City/State or Province/Zip Code or Post Code _____
Work Telephone _____
Home Telephone _____
Email Address _____

Test Administration Date Preferences (NOTE: All dates must be at least 30 days from the date this form is received at Castle.)

1st Date (Month/Date/Year) _____
2nd Date (Month/Date/Year) _____
3rd Date (Month/Date/Year) _____

Test Administration Location Preferences (NOTE: Please review the available locations included with this application.)

1st Location (City/State or Province) _____
2nd Location (City/State or Province) _____
3rd Location (City/State or Province) _____

Test Administration Session Preference (NOTE: Please indicate morning or afternoon.)

Session Preference _____

Examination/Scoring Fee (NOTE: The examination/scoring fee is currently \$200.)

Check payment enclosed \$ _____ (Payable to Castle Worldwide, Inc.)

Credit card payment MasterCard Visa Expiration date _____ Fee amount to be paid _____

Authorized name on card _____ Credit card account number _____

Authorized credit card holder's signature _____

Billing address _____

City _____ State _____ Zip code _____

Billing telephone _____

Available Test Administration Locations

CITY	STATE
Calgary	AB
Anchorage	AK
Birmingham	AL
Little Rock	AR
Arrowhead	AZ
Mesa	AZ
Metro Center	AZ
Phoenix	AZ
Scottsdale	AZ
Vancouver	BC
Bakersfield	CA
Beverly Hill	CA
Campbell	CA
City of Industry	CA
Costa Mesa	CA
Culver City	CA
Emeryville	CA
Long Beach	CA
Mission Viejo	CA
Monrovia	CA
Montclair	CA
Orange	CA
Pasadena	CA
Sacramento	CA
San Bruno	CA
San Diego	CA
San Francisco	CA
San Jose	CA
Santa Monica	CA
Torrance	CA
Walnut Creek	CA
Woodland Hills	CA
Aurora	CO
Denver	CO
South Denver	CO
Westminster	CO
Manchester	CT
Norwalk	CT
Orange	CT
Stamford	CT
West Hartford	CT
Westport	CT
Washington	DC
Altamonte Springs	FL
Boca Raton	FL
Brandon	FL
Coral Gables	FL
Deerfield Beach	FL
Fort Lauderdale	FL
Jacksonville	FL
Kendall	FL
Miami	FL

CITY	STATE
Pembroke Pines	FL
Plantation	FL
Tallahassee	FL
Tampa	FL
West Palm Beach	FL
Atlanta	GA
Duluth	GA
Lenox	GA
Southlake	GA
Honolulu	HI
Des Moines	IA
Chicago	IL
Downers Grove	IL
Northbrook	IL
Oak Brook	IL
Schaumburg	IL
Castleton	IN
Indianapolis	IN
Overland Park	KS
Jeffersontown	KY
Baton Rouge	LA
Metairie	LA
Boston	MA
Braintree	MA
Brighton	MA
Danvers	MA
Framingham	MA
Wellesley Hills	MA
Baltimore	MD
Bloomington	MD
Columbia	MD
Odenton	MD
Rockville	MD
Towson	MD
Portland	ME
Ann Arbor	MI
Bingham Farms/Detroit	MI
Detroit	MI
Grand Rapids	MI
Novi	MI
Minneapolis	MN
Roseville	MN
Bridgeton	MO
Glen Burnie	MO
Independence	MO
St. Louis	MO
Sunset Hills	MO
Charlotte	NC
Raleigh	NC
South Charlotte	NC
Nashua	NH
Edison	NJ

CITY	STATE
Mount Laurel	NJ
Paramus	NJ
Parsippany	NJ
Princeton	NJ
Ridgewood	NJ
Summit	NJ
Totowa	NJ
Albuquerque	NM
Las Vegas	NV
Reno	NV
Albany	NY
Buffalo	NY
Farmingdale	NY
Garden City	NY
Hauppauge	NY
Manhattan (57 th and Lexington)	NY
Manhattan (5 th and 37 th)	NY
Minneola	NY
New York City (Rockefeller Center)	NY
New York City (Wall Street)	NY
Queens	NY
Rochester	NY
Syracuse	NY
White Plains	NY
Akron	OH
Cincinnati	OH
Dayton	OH
Easton	OH
Fairlawn	OH
Independence/Cleveland	OH
Oklahoma City	OK
Tulsa	OK
Mississauga	ON
Ottawa	ON
Toronto	ON
Portland	OR
Montgomeryville	PA
Philadelphia	PA
Pittsburgh	PA
Caparra	PR
Isla Verde	PR
Hato Rey	PR
Ponce	PR
Brossard	QC
Montréal	QC
Quebec	QC
St-Laurent	QC
Warwick	RI
Charleston	SC

CITY	STATE
Knoxville	TN
Memphis	TN
Nashville	TN
Addison	TX
Arlington	TX
Austin	TX
Baybrook	TX
Dallas	TX
El Paso	TX
Fort Worth	TX
Frisco	TX

CITY	STATE
Houston	TX
Houston (Galleria)	TX
Hurst	TX
Lewisville	TX
Lubbock	TX
Mesquite	TX
North Houston	TX
Northpark	TX
Plano	TX
San Antonio	TX
South Austin	TX

CITY	STATE
Alexandria	VA
Norfolk	VA
Richmond	VA
Tysons Corner	VA
Vienna	VA
Bellevue	WA
Spokane	WA
Tukwila	WA
Brookfield	WI
Milwaukee	WI

Submitting Materials to Castle Worldwide

Candidates must submit this completed request form, examination/scoring fee of \$200, and a letter on official letterhead from the certifying organization/board granting authorization to test no later than 30 days prior to their requested examination date.

Candidates paying by check must mail all materials to: Castle Worldwide, Inc., Attn: Scott Greene, Director of Test Administration, P.O. Box 570, Morrisville, NC 27560-0570. Candidates paying by credit card can mail their materials to the address above or they can fax their materials to Castle Worldwide at 919.361.2426.

Confirmation and Admission Letters

Castle Worldwide will notify the candidate within 10 business days which test date, test site, and session the candidate has been scheduled. If Castle Worldwide cannot match one of the preferred dates or sites the candidate has requested, Castle Worldwide will notify the candidate of sites and dates that are available that most closely match the candidate's preferred options. The candidate then confirms which site and date he or she wishes to schedule. A confirmation e-mail or letter will be sent to the candidate no later than five business days prior to the examination date.

Cancellation and Refund Policies

Refunds minus a \$40 processing fee must be requested in writing no later than three weeks prior to the test administration date. Candidates with emergency situations can request refunds minus a \$40 processing fee by submitting a request in writing that includes documentation of the emergency, i.e., physician's note.

Rescheduling Policy

The examination/scoring fee of \$200 cannot be transferred to another test administration date. Candidates can request refunds if they meet the criteria listed above. Candidates who cannot sit for the examination on their assigned test administration date must submit a new request form, examination/scoring fee of \$200, and a letter on official letterhead from the certifying organization/board granting authorization to test no later than 30 days prior to their new requested examination date.

Questions

Please contact Castle Worldwide via mail, telephone, fax, or email for more information.

Mail: Castle Worldwide, Inc., P.O. Box 570, Morrisville, NC 27560-0570

Telephone: 919.572.6880

Fax: 919.361.2426

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Web site: www.castleworldwide.com

Castle



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